

Park regulations of Plopsaland De Panne, Plopsa Indoor Hasselt, Plopsa Station Antwerp, Plopsa Coe Ardennes, Plopsa Indoor Coevorden and Holiday Park

Article 1 - General provisions

- The park is located on private property. The following rules are intended to provide all guests with a fantastic, worry-free day.
- The rules are based on courtesy, safety, respect for others, and respect for the environment.
- Each visitor is expected to be familiar with the park regulations and comply with them. The park regulations are available at the park's entrance and on the website. Any visitor entering the park (regardless of the type of ticket) unconditionally agrees to the park regulations and must behave accordingly.
- Plopsa has the right to deny access to any visitor who may pose a danger to the safety and health of others. Unacceptable behavior by a visitor may include: disturbing the peace, causing nuisance, inappropriate behavior, being under the influence of narcotics, etc. (non-exhaustive list). Failure to comply with these regulations may result in a minimum fee of €50, without prejudice to Plopsa's right to claim higher compensation.
- If this regulation is not adhered to, visitors will be asked to leave the park. Under no circumstances will the ticket be refunded. In case of repeated issues, access to the park may be permanently denied. In case of refusal to leave voluntarily, the intervention of the relevant law enforcement authorities will be requested.

Article 2 - Parking

- All motor vehicles are prohibited in the park, except for the park's own vehicles or with prior written consent from Plopsa. The prevailing traffic rules and specific traffic signs apply to the parking areas.
- You may only enter the parking area via the designated, clearly marked roads. The parking area can only be exited via the designated and clearly marked exits. The speed limit in the parking area is 15 km/h, and pedestrians and/or wheelchair users always have the right of way.
- A parking space in the park's parking lot is chargeable. Payment can be made online, at one of the machines, or via an annual subscription with a parking pass (excluding Plopsa Station Antwerp). Tickets can be purchased at the designated places clearly marked in the park or paid for at the barrier using the designated QR code. It is prohibited to drive multiple vehicles under the barrier at the same time.
- A parking subscription is strictly personal and belongs to an individualized person (+18 years old) with a valid driver's license and an annual pass. The parking subscription can only be used in combination with a park visit. The owner of the parking subscription or one of their cohabiting family members must be present in the vehicle when using the parking subscription. It is not allowed to lend the parking subscription to others or use it in any other way than stated above. Plopsa reserves the right to revoke a parking subscription at any time in case of misuse.
- The parking subscription is not valid for the Plopsa Station Antwerp parking area; even a holder of a Plopsa parking subscription must purchase a parking ticket there since no Plopsa parking is available.
- It is prohibited to leave any vehicle, of any kind, overnight in the parking lot, except for the vehicles of hotel guests parked exclusively in the Plopsaland Theater Hotel parking lot. If this rule is violated, the park will be forced for safety reasons to have the vehicle removed and charge the owner for the removal costs.
- Each vehicle must be properly locked with no valuable items left behind. The park is not responsible for theft, damage, or accidents involving vehicles parked in the park's parking area.

- No persons or animals may be left in the vehicle. In case of violation, the relevant authorities will be notified to free the persons and/or animals. The costs associated with the release will be charged to the offender.
- Plopsa is not a custodian of vehicles left in the parking lot, and users of the vehicles are fully responsible for their parked vehicles.
- Camping, barbecuing, and/or picnicking are not allowed on the park and parking grounds.

Article 3 - Access to the park

- Access to the park can only occur in the following manner:
 - During the opening period and operating hours of the relevant park.
 - With a valid and original entry ticket, lawfully obtained via the prescribed channels. This ticket will be accepted or denied after inspection.
 - Through the clearly marked entrance.
- Plopsa reserves the right to change the opening period and hours of the park at any time and, if necessary, limit access to certain groups. Visitors are advised to check the website before visiting the park.
- Anyone attempting to enter the park in a manner that does not comply with the above conditions will be required to pay an administrative fee of at least €50 per person, in addition to the full value of an adult ticket. Plopsa may decide to deny access to the park on that day and no appeal can be made. Non-cooperation will result in permanent removal from the park for at least one year. Plopsa reserves the right to revoke an annual pass or ticket if there is a justified reason or to permanently deny access. No appeal can be made in such cases.
- Plopsa has the right to conduct bag and backpack checks at the entrance of the park within the legal framework. During such checks, contents may be inspected for, but not limited to, safety or dangerous items. If prohibited items are found, Plopsa may either deny the visitor access to the park or offer the option to dispose of the prohibited items before entering the park. If the visitor refuses the check, access will be denied. The visitor is always responsible for their bag/backpack.
- If the park's capacity is exceeded, the park reserves the right to deny additional visitors access on that day. These denied visitors cannot request compensation for this.
- Animals (except for guide dogs and assistance dogs wearing an official vest) are not allowed in the park.
- In Plopsa Coo and Holiday Park, dogs are allowed, but must always be kept on a leash. They must never pose a danger to other visitors. If there is any doubt, Plopsa may require the dog to wear a muzzle. Failure to comply with this request will result in removal from the park. The dog owner/handler must ensure that the dog does not soil or damage the park. They must also pick up the dog's waste and leave the area clean. Failure to do so will result in the visitor(s) and dog(s) being removed from the park. Dogs are not allowed to enter attractions, food and beverage locations, or the indoor area at Holiday Indoor in Holiday Park.
- Unaccompanied minors must be at least 12 years old. If in doubt, proof of age may be requested.
- For every 10 children, at least 1 adult supervisor is required. Attraction supervision: If a child requires a companion (as specified per attraction), the companion must be at least 15 years old and fully self-sufficient. If in doubt, the companion's identification may be requested solely to verify age.
- Specific rules apply to persons with disabilities and their companions. These can be found in the "Guide for Persons with Disabilities and Their Companions," available at the reception.
- In the case of difficulties with a group, Plopsa reserves the right to remove the entire group from the park.

- Each visitor remains responsible for their own belongings brought into the park (including but not limited to glasses, hats, shoes, mobile phones or smartphones, bags, strollers, etc.) throughout their visit, including when entering attractions. The park cannot be held responsible for any damage to and/or loss of these belongings.

Article 4 - Tickets and yearcards

- Access to the park is free for children under 85 cm. From 85 cm, access is subject to payment; this measurement is always conducted strictly and accurately with shoes on. If there is any doubt regarding the measurement at the ticket counter, visitors can always approach the reception for a new measurement. However, the result of the new measurement is always final. Children between 85 cm and 100 cm (1 meter) pay the child rate. Children 100 cm (1 meter) and taller pay the applicable adult rate.
- An annual pass is strictly personal and may not be transferred. Plopsa reserves the right to revoke an annual pass at any time in case of misuse. Specific terms and conditions apply to annual passes, in addition to the provisions in this regulation, and these can be found on the Plopsa website.
- Visitors can purchase an Express Pass, which grants faster access to certain designated attractions, depending on the park, and provides a separate special entrance.
- Group access (e.g., schools, associations, etc.) is always subject to the applicable pricing for the current season. A group must pay the special ticket rate for each person in the group. This is not cumulative with any other benefits of any kind. The child rates are included in the group rate; therefore, visitors cannot claim other rates and/or special conditions.
- Under no circumstances will tickets be refunded on-site. Complaints, requests, and suggestions for improvements can be directed to info@plopsa.be for the Belgian parks, info@plopsa.nl for Plopsa Indoor Coevorden, and info@holidaypark.de for Holiday Park. For the Belgian parks, these can also be sent by post to Plopsa, Attn: Customer Service, De Pannelaan 68, 8660 De Panne, for Plopsa Indoor Coevorden to Customer Service, Reindersdijk 57, 7751 SH Dalen, Netherlands, and for Holiday Park to Customer Service, Holiday-Park-Strasse 1-5, 67454 Hassloch/Pfalz, Germany.
- Plopsa reserves the right to modify the individual park prices at any time.

Article 5 - Bicycles, motorbikes, vehicles of all kinds ...

- All bicycles, motorcycles, roller skates, skateboards, scooters, balance bikes, or any other vehicles are prohibited in the park, except for the park's own vehicles, wheelchairs, strollers, and trolleys. Trolleys are not allowed in the "Indoor parks" (Plopsa Indoor Hasselt, Plopsa Indoor Coevorden, and any other locations where a ban is indicated).
- Motorized scooters for visitors with disabilities are allowed in the park. However, their speed must be limited to a maximum of 5 km/h (walking pace).
- At the entrance of Plopsaland De Panne, Plopsa Indoor Hasselt, Plopsa Station Antwerp, Plopsa Indoor Coevorden, and Holiday Park, there is a clearly marked storage area for bicycles and motorcycles. All park visitors are required to leave their bicycles, motorcycles, etc. there.
- The park cannot be held responsible for theft, damage, or accidents involving bicycles or motorcycles stored in the designated storage area or any other location on the park's grounds.

Article 6 - Wheelchairs, carts and prams

- Wheelchairs (free of charge) and trolleys (paid) are available at the designated and clearly marked locations. The number of wheelchairs and trolleys is limited. When wheelchairs or trolleys are provided, an ID card or an equivalent document from which the identity can be derived must be presented, or a deposit of €100 must be paid.
- Strollers ("buggies") and trolleys must be left at the designated places or in areas where they do not obstruct passage and outside of attractions (including queues and waiting areas). For safety reasons, strollers and trolleys may be removed. In terms of fire safety, strollers and trolleys are not allowed in the theaters. In the Studio 100 Theater (Plopsaland De Panne), strollers and trolleys can be placed in the Foyer, depending on available space and specific instructions from a Plopsa staff member.
- The park cannot be held responsible for theft or damage to wheelchairs, trolleys, or strollers that are left on the park premises. "Buggy locks" are available for rent to secure strollers at the designated locations.

Article 7 - Storage cabinets and lockers

- A limited number of storage lockers (free of charge for groups) and paid lockers are provided near or at the entrance of the park for leaving items. These storage lockers and lockers must be emptied at the end of the day; otherwise, they will be emptied by the park's services.
- The park does not take responsibility for the security of these storage lockers and lockers and is not liable for theft or (attempted) break-ins.
- It is prohibited to leave unattended items anywhere on the park premises. Suspicious packages left unattended will be removed by the park and/or law enforcement services.
- The park cannot be held responsible for theft or damage to personal items.

Article 8 - Public order, morality and safety

- All visitors must behave decently and properly, respecting public order, and refrain from displaying inappropriate behavior. No visitor should disturb others with their behavior, attitude, or remarks.
- Visitors are asked to wear non-offensive and appropriate clothing in the park. Visitors must always be identifiable.
- Smoking is strictly prohibited in all indoor and water parks, including Plopsaqua De Panne, Plopsa Station Antwerp, Plopsaqua Landen-Hannuit, Plopsa Indoor Hasselt, and Plopsa Indoor Coevorden, in both indoor and outdoor areas. In the theme parks Plopsaland De Panne and Plopsa Coe Ardennes, smoking is only allowed in designated and clearly marked smoking zones. This general smoking ban also applies to electronic cigarettes.
- For the safety and well-being of visitors, the following actions are prohibited:
 - Entering the park or being on park grounds under the influence of alcohol, drugs, or any other substances.
 - Bringing loud music devices into the park.
 - Bringing fireworks, weapons, knives, and/or other explosive materials into or trading them in the park.
 - Bringing or using drugs or other controlled substances in the park, or attempting to encourage others to use them.
 - Bringing or trading alcohol within the park.
 - Trading goods in the park (unless with explicit written permission from Plopsa).

- Distributing flyers, posting materials, or conducting opinion polls without prior written consent from the park.
- Stealing or damaging property belonging to the park, park staff, or other visitors.
- Harassing visitors or preventing park staff from performing their duties, or displaying aggression toward other visitors and/or staff.
- Engaging in any form of vandalism or gang-related behavior (including inappropriate or rowdy group behavior) on park grounds.
- Holding meetings, speeches, conducting propaganda, collecting membership fees, or organizing fundraisers, distributing free items, exchanging or selling objects, or begging on park premises without prior written consent from the park.
- Entering service areas or roads, even if they are accidentally left open.
- Using or bringing selfie sticks or (mobile) camera sticks on attractions. GoPro cameras are allowed with a chest harness.
- Engaging in behavior that poses a danger to oneself or others.
- Launching or landing drones in the park, unless specifically approved.
- This list is not exhaustive.

In the cases mentioned above, the park manager has the authority to remove the person(s) from the park and/or call the police for assistance. An administrative fee of at least €50 per person will be charged, and no appeals are allowed.

- Visitors who have been denied access to the park cannot re-enter and are not entitled to a refund under any circumstances.
- Visitors are personally responsible for any damage caused to other visitors, staff, or park installations due to carelessness, error, or negligence. Persons under supervision are the sole responsibility of their guardians. Plopsa cannot be held liable for damages caused by visitors.

Article 9 - Leaving the park

- All visitors must leave the park by the closing time; failure to do so will make their presence unacceptable, and an administrative fee of at least €50 per person will be charged.
- Visitors who leave the park and wish to re-enter the park on the same day must request a stamp, which will allow them to re-enter the park on the same day.

Article 10 - Access to the attractions

- Visitors must adhere to the publicly displayed instructions at each attraction, including those regarding access conditions, safety, and practical organization. There is no recourse against this rule.
- For certain attractions, it is strictly prohibited to bring loose items of any kind (glasses, handbags, phones, scarves, selfiesticks, GoPro handsticks, cameras, etc.) onto the attraction. This will be clearly indicated at the entrance of the attraction. Visitors are asked to leave these items in the designated racks or bins at the station before entering the attraction. The visitor is always responsible for these items. The park cannot be held responsible for any damage or loss of these items. If visitors bring items onto an attraction despite the ban, the park is not responsible for any potential damage or loss of these items.
- Some attractions may have restrictions on weight, body size, or age per gondola.
- Visitors must behave reasonably and cautiously on attractions. If damage occurs, further steps may be taken against visitors displaying careless or unreasonable behavior.

- Certain attractions feature live animals. These animals are not wild by nature but can still react unexpectedly. Children must always be properly supervised, and the animals should be respected at all times. Any irregularities should be immediately reported to the park staff. Feeding the animals is strictly prohibited (unless otherwise indicated).
- The park-appointed staff operate the attractions and provide instructions. Visitors must follow the instructions given by the operator.
- Certain weather conditions (wind, rain, thunderstorms, extreme temperatures, etc.) may result in the temporary closure of some attractions. This also applies in cases of technical issues and/or maintenance. The decision to close attractions (temporarily) is made by Plopsa, and there is no recourse against this decision. The closure of one or more attractions cannot lead to a partial or full refund of the admission ticket.
- On less busy days and/or at certain times, attractions may open later or close earlier. This will not lead to any partial or full refund of the admission ticket. The alternating opening times or early closing of attractions will be indicated at the attraction. The operator can refuse entry to a visitor if they do not comply with the rules of this regulation.
- Specific rules apply for persons with disabilities and their companions. These can be found in the "Guide for People with Disabilities and Their Companions" available at the reception or on the website.
- Visitors must follow the clearly marked queues and wait their turn. Any misuse may result in access to the park being denied.
- The park's entrances, exits, and emergency exits must never be obstructed.
- Each visitor must leave the attraction after the ride ends. If the visitor wishes to enjoy the attraction again, they must rejoin the queue as described above, unless explicitly permitted by the attraction operator.
- Smoking, using e-cigarettes, eating, and drinking are prohibited in all attractions and queues (both covered and open-air), in addition to the rules stated in Article 8 of this regulation.
- Attraction queues will be closed at the park's closing time unless otherwise communicated at the entrance of the attraction.

Article 11 - Access to the shows

- Visitors must adhere to the publicly displayed instructions at each show, including those regarding access conditions, safety, and practical organization. There is no recourse against this rule.
- The park designates staff responsible for the show. Visitors must follow the instructions provided by the staff member.
- Each show venue has a maximum capacity that must not be exceeded for safety reasons.
- If the capacity of the venue is about to be exceeded, the park-appointed staff have the right to refuse additional visitors access to the show, without any compensation being owed.
- Visitors are required to follow the clearly marked queues and wait their turn.
- The entrances, exits, and emergency exits of the various show venues must never be obstructed.
- For fire safety reasons, strollers and buggies are not allowed in the theater halls. At the Studio 100 Theater (Plopsaland De Panne), strollers and buggies can be placed in the Foyer, depending on available space and specific instructions from a Plopsa staff member.
- Each visitor must leave the show venue after the performance. If the visitor wishes to attend the next show, they must rejoin the queue.

Article 12 - Cleanliness and planting

- Every visitor to the park commits to behaving in an environmentally friendly manner during their visit: all waste must be disposed of in the designated and clearly marked trash bins.
- Only the designated paths of the park may be walked on. Visitors should not touch or damage fences, plants, flowers, or lawns. In some areas of the park, toxic plants that may be harmful to humans and/or animals may be present. These toxic plants are not suitable for (human) consumption.
- Parents, guardians, and supervisors/teachers of youth groups and classes are always responsible for ensuring that the individuals under their care do not consume this plant life. The park or Plopsa cannot be held liable for this in any way.

Article 13 - Swimming

- Swimming or bathing in ponds, water basins or fountains is prohibited.
- Swimming in the Amblève (Plopsa Coö Ardennes) is also forbidden.

Article 14 - Hygiene facilities

- A number of clearly marked toilets are located in the park. It is forbidden to do sanitary needs in places not provided for that purpose.
- Childcare is allowed only in the designated and clearly marked areas.
- Throwing objects into the toilets is not permitted. Sanitary towels, nappies, nappy wipes and the like must be disposed of in the sanitary bins.
- Smoking or using an electronic cigarette is not allowed in the toilets and washrooms.

Article 15 - Lost property

- Each visitor is responsible for their own belongings. Lost items should always be handed over to the reception at the park entrance.
- The park cannot be held responsible for theft, damage, or accidents involving lost items.
- Lost item reports, with a precise description of the item, can be sent by email to the following addresses:
 - For Plopsaland De Panne: customerservice.pdp@plopsa.be;
 - For Plopsa Indoor Hasselt: customerservice.pih@plopsa.be;
 - For Plopsa Station Antwerp: customerservice.psa@plopsa.be;
 - For Plopsa Coö: customerservice.psc@plopsa.be;
 - For Plopsa Indoor Coevorden: customerservice.pic@plopsa.nl;
 - For Holiday Park: info@holidaypark.de;
- For Belgian parks, reports can also be sent by mail to Plopsa, Attn: Customer Service, De Pannelaan 68, 8660 De Panne; for Plopsa Indoor Coevorden, to Plopsa, Attn: Customer Service, Reindersdijk 57, 7751 SH Dalen, Netherlands; and for Holiday Park, to Holiday Park, Attn: Customer Service, Holiday-Park-Strasse 1-5, 67454 Hassloch/Pfalz, Germany. The email or letter should be sent to the park where the item was lost.
- Recovered items can be picked up after contacting the respective Customer Service at Plopsa's head office in De Panne, Belgium (for Plopsa Indoor Coevorden in Dalen, Netherlands, and for Holiday Park in Hassloch, Germany) or will be returned to the owner upon prior payment of shipping, packaging, and administrative costs.
- Lost items are kept for a maximum of 1 month, but Plopsa does not have an obligation to store them.

Article 16 - Lost children and/or persons with mental disabilities

- Parents/guardians should notify the first-aid post if their children or persons with mental disabilities are lost. The recovered children or persons with mental disabilities will be accommodated in the first-aid post until the arrival of the parents/guardians.
- When the parents/guardians themselves have recovered their lost children or persons with mental disabilities, they should inform the first-aid post immediately.

Article 17 - Food & Beverage

- The selection of food and drink available at the various outlets, as well as the prices, are clearly displayed at each food and beverage point. The prices are non-negotiable.
- An overview of the ingredients used and the composition of dishes, particularly regarding allergens, can be requested in writing before the visit via info@plopsa.be for Belgian parks, info@plopsa.nl for a visit to Plopsa Indoor Coevorden, and info@holidaypark.de for Holiday Park. Additional information can also be asked at the point of sale from the department manager.
- The park asks visitors to request a receipt for any purchase made at food and drink outlets.
- Sold meals and/or drinks cannot be exchanged or returned. If there is a complaint about the meal, visitors must report it immediately to the Food & Beverage staff member.
- The park designates staff responsible for each specific shop or restaurant. Visitors must follow the instructions provided by the respective staff member.
- Picnics can only be consumed at the designated areas. It is forbidden to bring bulk food and/or drink packages into the park.
- Anyone found guilty of (attempted) theft will be permanently banned from the park and immediately escorted out. There is no appeal on this matter. In addition to the value of the stolen goods, an administrative fee of at least €50 must be paid. Plopsa reserves the right to file a complaint with the relevant authorities and assert its rights over the stolen goods.

Article 18 - Shops

- The selection of products and the prices in the various shops are clearly displayed at each shop. Prices are non-negotiable. Plopsa's general terms and conditions apply to purchases in the shops. These terms and conditions can be found on the website.
- The park requests that visitors ask for a receipt when making a purchase in the shops. Sold goods cannot be exchanged or returned, unless the purchased item is defective according to the applicable legal warranty regulations.
- The park designates staff responsible for each specific shop. Visitors must adhere to the instructions given by the staff member.
- Anyone found guilty of (attempted) theft will be permanently banned from the park and immediately escorted out. There is no appeal on this matter. In addition to the value of the stolen goods, an administrative fee of at least €50 must be paid. Plopsa reserves the right to file a complaint with the appropriate authorities and assert its rights over the stolen goods.

Article 19 - Fire or accident

- In the event of a fire, accident, evacuation, etc., the instructions of the park staff or the law enforcement officers must be followed strictly and without question.

- During an evacuation, re-entering evacuated buildings/attractions is not allowed without the permission of the park's designated staff or the relevant law enforcement officer.
- All accidents and injuries must be immediately reported to the First Aid station for registration, inspection, and potential treatment. Accidents and/or injuries that are not reported to the First Aid station during the visit will be considered as not having occurred within the park, unless the visitor can prove otherwise.

Article 20 - Money & means of payment

- The change must be checked immediately at the cash register. Complaints regarding the change will not be accepted afterwards.
- The following currencies are accepted: EURO, POUND (only at the reception of Plopsaland De Panne), and US Dollar (only at the reception of Holiday Park).
- Banknotes of €100, €200, and €500 are only accepted at the reception.
- Other accepted payment methods include: bank cards, Maestro, Visa, Eurocard-Mastercard, and Carte Bleue International. In certain restaurants and snack points in Belgian parks, Sodexo, EdenRed (Ticket Restaurant), and the Electronic Meal Voucher are also accepted.
- In certain predefined cases, payment can be made with the park's internal currency, the 'Plopsa' and/or 'Holly,' or with a voucher. These vouchers are not refundable, redeemable, or extendable.
- Withdrawing cash at the reception is limited to a maximum of €200 and is only available to park visitors who present a valid, original admission ticket.

Article 21 - Processing of personal data

- For all information regarding the processing of personal data of park visitors, please refer to the privacy statement on the respective park's website.

Article 22 - Visual material

- ☞ Both in the park and in the car park, images are taken by security cameras. The usage rights of this footage belong to the park, consequently this material can be used without any restriction by the park and handed over to it at the request of the judicial authorities.
- ☞ It is possible that photos will be taken or recordings made (with cameras other than security cameras) during a visit to the park. In principle, these images will be non-targeted. Targeted images will only be taken with the consent of the visitor in question. For underage visitors, the legal representative must grant this permission.
- ☞ At various attractions, photos are taken of visitors, photos that can be purchased afterwards. Both on the park map and at the attractions it is stated that photos can be taken. By entering those attractions, visitors accept this.
Also, visitors accept that other visitors can see the photos taken of them on a screen at the end of the attraction as well as at the point of sale of the photos.
- ☞ The usage rights of this visual material belong to the park, consequently this material can be used by the park without any restriction. For more information regarding the processing of personal data carried out in this context and for the rights visitors may exercise in this regard, please refer to the privacy statement on the respective park's website, already referred to in Article 21.
- ☞ Visitors who do not want photos/images of them to be used must expressly make this known to the reception desk before entering the park (the day of their visit). Such opposition will have no impact on the images taken by security cameras.

Article 23 - Valuable tips

- The staff is always open to questions or suggestions.
- Should one encounter situations that are perceived as odd or inconvenient, the employees are always willing to explain or resolve them.